



# Information management services

Enterprise & Government  
Solutions

[To begin, click here](#)



## Home

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Introduction

Information  
management  
services

Customer stories

Turn your incoming  
information into  
**intelligent solutions**



## Home

### Introduction

Information  
management  
services

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There's more access to more information every day. And as a business or organisation, understanding how to effectively capture, extract and integrate that information is a really important part of staying connected. The right solution can help you manage complex workflows, and save on a number of costs – all while supporting better customer experiences.

Our information management services are designed to help you increase efficiency by saving your organisation time and money by digitising paper-based processes, providing secure online archive capabilities, and enhancing overall risk and compliance management.

We also have the ability to effectively manage both digital and physical information, which will help you:

- Capture and extract data from complex workflows
- Optimise and automate business processes
- Reduce administration time and costs.

Offering everything from simple mailroom management to advanced electronic services, our solutions focus on:

- Capturing customer information through simple application and renewal forms – both digitally and physically
- Integrating information into business systems and secure workflows
- Storing information using large-scale archives and digital scanning to help you go paperless
- Keeping your data up-to-date and accurate, so you can use it effectively.



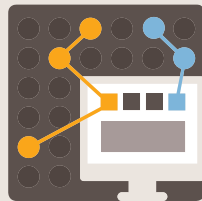


## Information management services



### Information capture

With secure online form services, we can help automate processes – minimising operating costs, improving data accuracy and making life a whole lot easier for your customers, as they're interactively guided through to completion. We'll create forms that are tailored to the rules and objectives of your business.



### Digital workflow

With integrated imaging and data capture capabilities, our solutions deliver the right information to your systems – fast. This will reduce manual handling and processing time, while accelerating payment cycles, reducing costs and ensuring you meet compliance requirements. We'll also extract key fields from your documents and split the digital information, making it easy to sort into hundreds of categories and sub-categories. The digital images, indexed data and metadata are then delivered into your systems and workflows for further processing.



### Mailroom management

Our multi-channel capabilities enable us to manage both physical and digital mailrooms – giving you access to all your data sooner. We collect incoming mail and information early each morning. Then screen, categorise and sort into a consolidated data stream that's delivered to your business before the working day has even started. The service reduces manual handling and processing time, accelerates payment cycles to manage revenue, and saves on administration costs.



### Secure information storage

We'll help you scan, digitise and store documents in a way that meets a broad range of operational requirements, is cost effective and provides reliable long-term access. Secure offsite processing facilities give you easy access to your documents when you need them – and keeps them safe during transport. It's a big step towards a paperless working environment, and a great way to enhance customer experience.



### Data & insight services

Having accurate customer data is a powerful tool for any business. Through one of our trusted data partners, you can validate, streamline and enrich your address and contact databases – increasing efficiency and helping you make the right data-driven decisions.



## Home

Introduction

Information  
management  
services

Customer stories

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### **We streamlined the loan approval process for a major financial institution**

By intercepting, digitising and processing paper loan applications, we developed a solution that cuts processing time from up to 60 days, to under 10. The accuracy of post-implementation refinement also improved by 11%.

### **Managing information for a State Government department**

When three major government departments moved to one location, managing information in an efficient and cost-effective way was important. So we developed an information management service that helped keep costs down, and enabled the departments to move to an outsourced model with higher security levels. They moved to a records-managed model through digitisation, allowing them to deliver a better overall service.

### **We developed the digital mailroom for a major Telco**

With over 900 mail entry points across the country, and an estimated 0.5M items per month (0.3M posted items and 0.2M digital), our client was struggling to consistently process their incoming mail across every channel. They couldn't monitor correspondence effectively, and had multiple lines of accountability – which lead to poor visibility and a lack of reporting compliance.

They came to us with clear objectives. They wanted to be Australia's most responsive company, and use digital channels to acknowledge and resolve each correspondence efficiently. Their goal was to provide acknowledgement within 1 business day, and to have a resolution or action plan in place within 5.

We developed a document scanning solution that could manage all their inbound written correspondence, across all channels – helping them respond to their customers the way they always wanted to.

**To find out more about our Enterprise & Government solutions, please visit [auspostenterprise.com.au](https://auspostenterprise.com.au)**

This information is true and correct as at August 2016